



European Union

European
Social Fund



Northumberland
County Council

Northumberland County Council
JOB DESCRIPTION

Post Title: Project Manager (Economy and Inclusion)		Service: Planning, Economy and Housing - Economic and Inclusion Policy		Office Use
Band: 8		Workplace: County Hall, Morpeth		JE ref: 3457
Responsible to: Senior Policy Officer (Employment)		Date: December 2018	Manager Level:	
<p>Job Purpose:</p> <p>To lead the development, implementation, delivery and programme management of the North of Tyne Working Homes three year pilot programme. The programme will deliver a programme of employment support to unemployed and economically inactive North of Tyne Combined Authority area residents, primarily those who are social housing tenants. The post will manage a partnership of housing providers and employment support organisations to deliver outputs and results to meet challenging targets and meet the requirements of funders.</p> <p>The post will be employed by Northumberland County Council but will deliver on behalf of the North of Tyne Combined Authority.</p> <p>This post is part funded via the European Social Fund as part of the England 2014 to 2020 European Structural and Investment Funds (ESIF) Growth Programme and relates to the North of Tyne Combined Authority’s Working Homes project.</p>				
Resources				
Staff	Management responsibilities for a partnership of housing providers and employment support organisations. Other delivery staff will be located with delivery partners across the North of Tyne Combined Authority area.			
Finance	The post is responsible for managing operational budgets related to programme delivery as part of an approx. £4.3m programme.			
Physical	Maintain and operate key project management systems. This post deals with significant bodies of information responsible for maintenance of records relating to the project and ensuring the accuracy of data so that legislative, services and evaluation needs are met.			



European Union

European
Social Fund



Northumberland
County Council

Clients	Out-of-work benefit claimants resident in social housing.
---------	---

Duties and key result areas:

1. To be responsible for the operational management of the North of Tyne Combined Authority's Working Homes project
2. To ensure effective project management, communication systems and stakeholder management are developed for the programme.
3. To drive performance to meet challenging project targets
4. To manage operational budgets, ensuring project finances are being allocated effectively and in-line with the requirements of funders.
5. To ensure cost effective delivery of the programme within agreed County Council frameworks through policy and financial protocols
6. To work in partnership with housing providers and other organisations in the VCS, public and private sectors.
7. To actively promote the programme and secure engagement with the relevant organisations to meet performance targets
8. To take responsibility for collection and monitoring of sensitive data using management information systems.
9. To ensure mechanisms are in place to effectively manage the collection and collation of all evaluation material required by DWP
10. To produce regular performance reports as required by the Economic and Inclusion Policy Team to report to funders and government agencies
11. To collect, collate and analyse information and data, as appropriate.
12. To develop and maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
13. To provide support and advice to relevant officers within partnership organisations in developing and implementing effective projects and programmes
14. To attend and contribute to relevant committees, meetings, seminars and participate in task groups as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Physical requirements:	Sedentary office work with occasional need to stand, walk and lift.
Transport requirements:	The post will initially be based at Northumberland County Hall, Morpeth, but will involve travel and work from sites across the delivery area of Northumberland, North Tyneside, and Newcastle.
Working patterns:	Flexible hours apply in agreement with line manager.
Working conditions:	Mainly indoors.



European Union

European
Social Fund



Northumberland
County Council



European Union

European
Social Fund



Northumberland
County Council

Northumberland County Council

PERSON SPECIFICATION

Post Title: Local Support Service Project Manager	Service: Planning, Economy and Housing	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
Degree level or equivalent standard of general education. Detailed knowledge of housing providers and social housing tenant issues Detailed knowledge of employment support programmes Understanding of the needs of unemployed benefit claimants Understanding of target driven performance management Thorough knowledge of local labour markets Knowledge of requirements for successful partnership working Evidence of continued professional development.	Evidence of recent and relevant management training. Substantial expertise and understanding of welfare to work programmes and policy Understanding of the DWP benefits system and programmes for out-of-work benefit claimants Understanding of the diverse functions of a large complex public sector organisation and the relevant professional issues.	
Experience		
Recent and relevant post qualification experience in a relevant context Experience of supporting successful partnership working Experience of successfully delivering performance targets Experience of managing staff to successfully achieve individual performance targets Experience of managing operational budgets effectively to meet funder requirements Experience in developing and maintaining excellent collaborative relationships with a range of stakeholders Experience of interpreting and communicating a range of information and data to inform improvement planning. Experience of managing change and securing the support of others in the process.	Experience in a particular relevant specialist area – operational management of employment support and/or housing interventions. Experience of working at a regional level Experience of customer journey mapping/customer insight Experience of implementing a CRM system	
Skills and competencies		
Advanced IT skills and able to confidently use of a range of project management and performance software to enable effective production of statistical, performance and project information Proven staff management skills Proven record of collaborative working Proven record of ability to adopt innovative and creative practice Excellent operational management and planning skills. Persistence in applying a methodical approach to problem solving and root cause analysis.	Able to identify customer information needs and develop customer focused solutions through systems, processes and people	



European Union

European
Social Fund



Northumberland
County Council

<p>Proven record of excellent people skills, including good communication, negotiation and interpersonal skills. This includes the ability to win 'hearts and minds' and motivate others to deliver change.</p> <p>Maintains a professional demeanour in stressful and difficult situations.</p> <p>Good negotiation and communication skills and able to persuade others to adopt an alternative point of view.</p> <p>Able to work independently and to take initiative through making decisions and allocating resources as appropriate.</p>		
Physical, mental, emotional and environmental demands		
<p>Commitment to continuous improvement and partnership working</p> <p>Normally works from a seated position with some need to walk, bend or carry items.</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration.</p> <p>Some contact with public/clients in dispute with the County Council.</p> <p>Regular contact with members and customers of the County Council.</p>		
Motivation		
<p>A strong and proactive corporate orientation with a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>Helps create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated</p> <p>Works with little direct supervision.</p> <p>Personality, conduct and credibility that engages and commands the confidence of colleagues, Members, stakeholders and customer</p>		
Other		
Able to meet the transport requirements of the post		